

**DIVISION OF FAMILY ASSISTANCE
(DFA)**

**PROGRAMS
&
SERVICES**



**State of New Hampshire
Department of
Health & Human Services**

www.dhhs.nh.gov/DHHS/DFA

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**ALL DFA PROGRAMS AND SERVICES ARE BASED ON
YOUR INCOME. SOME DFA PROGRAMS MAY ALSO LOOK
AT THE CASH VALUE OF THINGS THAT YOU OWN, YOUR
“RESOURCES,” WHEN FIGURING OUT IF YOU QUALIFY
FOR A PROGRAM DFA OFFERS.**

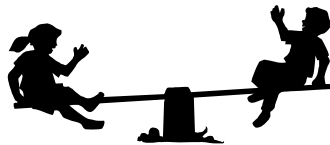
Food Stamp Program

The Food Stamp Program provides monthly benefits to low-income individuals and families to help purchase food. Eligibility for this program will depend on your income, resources, and expenses. The amount of your food stamp benefit depends on your household size.

Resource Limits = \$2,000 for most, & \$3,000 for elderly/disabled

Child Care Assistance

This program helps low-income families pay for child care while the adult is working, looking for work, or attending job-related training or educational activities. The rate of assistance depends upon the family's monthly gross income, household size, and the age of the child. This program has no resource limit.



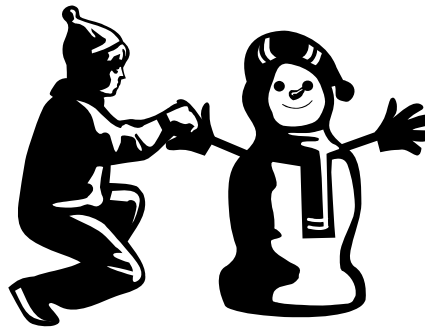
Financial Assistance to Needy Families Programs

These programs offer cash and medical assistance to low-income families with dependent children under age 18, or up to age 20 if they are a full-time high school student. To be eligible, one or both parents must be disabled, unemployed, deceased, or absent from the household. Applicants determined eligible will receive cash and/or medical assistance through one of the following categories of assistance:

- The New Hampshire Employment Program (NHEP) is the work-focused program that helps able-bodied parents become self-sufficient;
- The Unemployed Parent (UP) program is the work-focused program for two-parent families where at least one parent is able-bodied and unemployed or underemployed;

- The Transitional Assessment Planning (TAP) program is the work-focused program that provides additional assessment services to families for a maximum of four months prior to receiving another category of assistance;
- The Families With Older Children (FWOC) program is for families that include a child age 19 who is a full-time high school student or basic education student;
- The Interim Disabled Parent (IDP) program is for one and two-parent families where at least one parent is determined disabled and unable to work. To be eligible, the adult in a one-parent family cannot be receiving Social Security Income (SSI). In a two-parent family, at least one parent cannot receive SSDI or SSI; and
- The Family Assistance Program (FAP) is for relatives who need help caring for related children, and certain parents who have received financial assistance for more than 60 months. FAP is also for some families that include a disabled parent or parents.

Resource Limits = \$1,000 for applicants & \$2,000 for recipients



New Hampshire Healthy Kids

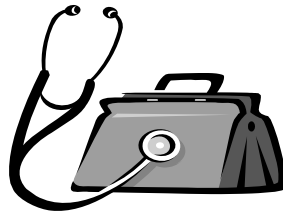
NH Healthy Kids provides medical assistance at little or no cost to the family for children under the age of 19. Healthy Kids consists of two programs:

- Healthy Kids Gold is a Medicaid program that provides a full range of health and dental services at no cost to families; and
- Healthy Kids Silver is a low-cost health insurance program.

The type of Healthy Kids program your child qualifies for is based upon your family's income. This program has no resource limit.

Medical Coverage for Pregnant Women (MCPW)

This program provides medical coverage during pregnancy and 60 days postpartum at little or no cost to you. Eligibility for this program is based on your and your spouse's gross monthly income. This program has no resource limit.



State Supplement Programs

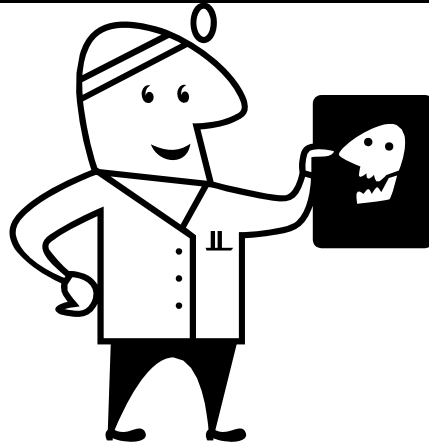
State Supplement Programs provide cash and medical assistance to certain needy NH residents who are:

- age 65 or older, through the Old Age Assistance (OAA) program;
- disabled and between the ages of 18 and 64, through the Aid to the Permanently and Totally Disabled (APTD) program; or
- blind, regardless of age, through the Aid to the Needy Blind (ANB) program.

Resource Limit = \$1,500

Medicaid for Employed Adults with Disabilities (MEAD)

MEAD provides medical coverage to disabled working adults between the ages of 18 and 64. The income and resource limits for the MEAD program are higher than other programs and change every year. Some MEAD individuals must pay a monthly premium for medical coverage.



Medicare Buy-In Programs (QMB/SLMB)

The Medicare Buy-In Programs help certain individuals with the cost of the monthly Medicare premium. If you meet the income guidelines, the programs also assist with the co-insurance and deductibles associated with the Medicare program.

Resource Limit = \$4,000 for 1/\$6,000 for 2 or more people

Nursing Facility Care

This program covers the cost of nursing facility care for individuals who are of limited resources who meet financial eligibility requirements. Resource Limit = \$2,500

Home and Community-Based Care and Choices For Independence Program

These programs provide home and community-based assistance and services for individuals who are facing placement in a nursing facility or other institution, but could remain in their own home or community if they had some outside assistance. Resource Limits for this program vary.

Medicaid In and Out Program

If you meet all the criteria for any medical assistance program but you are over the income limits, you may still be eligible for In and Out Medicaid with a monthly deductible. Medicaid assistance is provided after meeting the deductible. Depending on the medical assistance program for which you are applying, there may be a resource limit.



Emergency Assistance



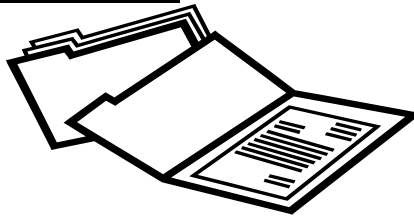
Emergency Assistance Program

The Emergency Assistance Program helps pay for rent or utility deposits, fuel delivery, back rent, mortgage, or utility bills, for eligible families who are experiencing or threatened by:

- homelessness;
- termination of a utility; or
- lack of heat, hot water, and/or cooking fuel.

Emergency Medicaid for Non-Citizens

If you meet all the criteria for any medical assistance program but you are a non-citizen, Emergency Medicaid may be available to cover some emergency services, including labor and delivery, regardless of your immigration status. Social Security Numbers (SSN) are not needed to apply. Depending on the medical assistance program for which you are applying, there may be a resource limit.

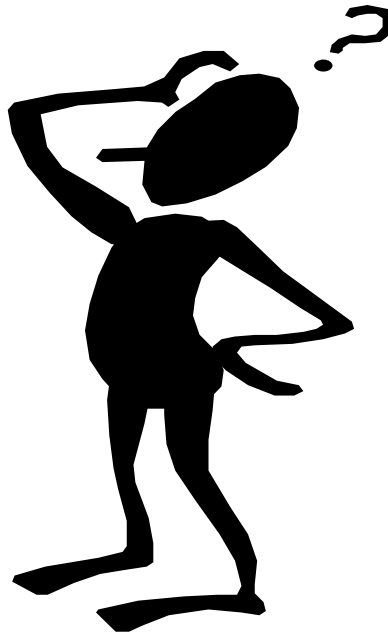


Proofs You Will Need to Provide

- Age and identity
- Income
- NH Residency
- Who lives in the household with you and their relationship to you
- Citizenship and SSN (only if applying for assistance)

Some Programs May Also Require Proof Of

- Resources
- Medical Expenses
- Disability
- Shelter Expenses



What Happens Next?

After receiving your application, we will make a decision on your eligibility for benefits as quickly as possible, but it can take up to:

- **15 days** for Emergency Assistance;
- **30 days** for Food Stamps, Child Care Assistance or Healthy Kids;
- **45 days** for FANF, OAA, ANB, QMB, or SLMB; and
- **90 days** for APTD and MEAD.

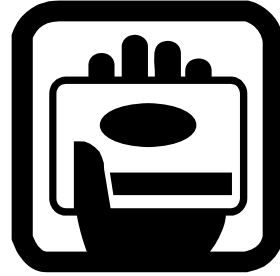
Once a decision has been made, you will receive a **Notice of Decision** in the mail telling you:

- who is eligible;
- what you can expect for benefits;
- how your benefits were figured out;
- when you will start to receive benefits; and
- how you can file an appeal if you disagree with our decision.

How are Benefits Delivered?

1. Cash and Food Stamps

EFT OR EBT



Cash assistance is available through EFT (Electronic Funds Transfer). Your cash grant is directly deposited into your checking or savings account and is available to you at 6:00 am on the 15th and 30th of the month, even if it is a Sunday or holiday. You can use your bank's ATM and pay no ATM transaction fee for most withdrawals. You can also earn interest on your money. **If you don't have a bank account, then we will issue benefits through EBT (Electronic Benefits Transfer).**

Food Stamp benefits are issued through an EBT card, which is like a debit card.

- Food Stamp benefits can only be accessed to buy food. Once activated, your EBT card can be used at any food retailer displaying a **"QUEST"** or **"Electronic Benefit Transfer"** sign. Your first Food Stamp benefits will be available through your card a few days after you have been found eligible. After that, your Food Stamp benefits will be added to your card on the 5th of every month at 6:00 am, as long as you remain eligible.
- If you receive cash benefits through an EBT card, your cash will not collect interest as it can in a bank account through EFT. You can access your cash through any ATM displaying the **"QUEST"** sign.



2. Medical Assistance

If you are eligible for medical assistance for adults (Medicaid) or for children (Healthy Kids Gold), you will receive a permanent plastic Medicaid ID Card for each eligible household member. You will need to:

- keep all cards in a safe place;
- show the card to your doctor, hospital, or drugstore before receiving services from them; and
- make sure the provider accepts payment from Medicaid or Healthy Kids Gold, or you will have to pay the bill yourself.

If your child gets Healthy Kids Silver, you will receive the child's medical card from the insurance carrier, not from DHHS. You will need to treat this card as you would a Medicaid ID Card, except that you must make sure the provider accepts payment from the insurance carrier.



3. Child Care

All child care assistance payments are made directly to your choice of child care provider. The provider will need to:

- register with the Department;
- complete a form provided by the Department verifying they are your child's provider;
- fill out a weekly invoice form for each eligible child; and
- mail the invoice to the address on the back of the form.

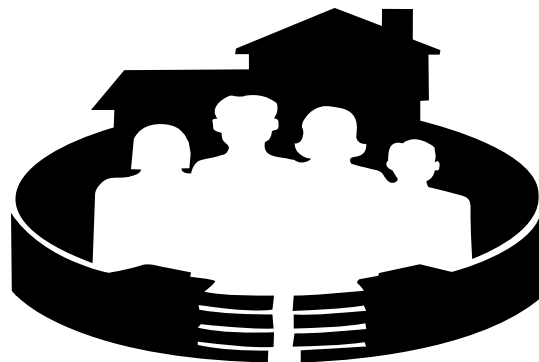
Your District Office will provide a supply of invoice forms. Your provider will receive payment after this process has been fully completed.

How Long Can You Receive Benefits?

As long as you continue to meet the requirements, there is no limit to how long you can receive benefits for the following programs:

- OAA, ANB, and APTD cash assistance;
- all categories of medical assistance;
- Food Stamps; and
- child care assistance.

However, federal and state laws limit the amount of time families can receive cash assistance through Financial Assistance to Needy Families to no more than 60 months. Your worker will explain this time limit on benefits to you. If your parents received cash assistance while you were a child, the time limit will not affect you. Your time limit begins when you receive benefits as an adult.



What We Expect From You

We expect you to:

- give accurate and complete information;
- provide proofs we need to determine your eligibility;
- report and provide proof of any changes that might affect your benefits, as explained by your Family Services Specialist; and
- keep all appointments. If you cannot keep an appointment, you must let us know right away.



NOTES:



DFA DISTRICT OFFICES

Berlin

231 Main Street
Berlin, NH 03570-2463
603-752-7800 or
800-972-6111
Fax: 603-752-3208

Claremont

17 Water Street Suite 301
Claremont, NH 03743-2280
603-542-9544 or
800-982-1001
Fax: 603-542-2367

Concord

40 Terrill Park Drive
Concord, NH 03301-9955
603-271-6201 or
800-322-9191
Fax: 603-271-6451

Conway

73 Hobbs Street
Conway, NH 03818-6188
603-447-3841 or
800-552-4628
Fax: 603-447-1988

Keene

809 Court Street
Keene, NH 03431-1712
603-357-3510 or
800-624-9700
Fax: 603-352-2598

Laconia

65 Beacon Street West
Laconia, NH 03246-9988
603-524-4485 or
800-322-2121
Fax: 603-528-4105

Littleton

80 North Littleton Road
Littleton, NH 03561-3841
603-444-6786 or
800-552-8959
Fax: 603-444-0348

Manchester

195 McGregor Street Suite 110
Manchester, NH 03102-3762
603-668-2330 or
800-852-7493
Fax: 603-668-5442

Nashua

19 Chestnut Street
Nashua, NH 03060-9311
603-883-7726 or
800-852-0632
Fax: 603-883-2064

Portsmouth

30 Maplewood Avenue
Portsmouth, NH 03801-3737
603-433-8300 or
800-821-0326
Fax: 603-431-0731

Rochester

150 Wakefield Street, Suite 22
Rochester, NH 03867-1309
603-332-9120 or
800-862-5300
Fax: 603-335-5993

Salem

154 Main Street Suite 1
Salem, NH 03079-3191
603-893-9763 or
800-852-7492
Fax: 603-890-6691

REFERENCE NUMBERS

Catastrophic Illness

800-852-3345 X 4495

Child and Family Services

800-640-6486

Child Care Claims Payment Voice Response System

888-294-4353

Child Support – Voice Response System

603-271-8515

800-371-8844

Consumer Credit Counseling Services

(Home Budgeting)

800-327-6778

Division of Family Assistance

Client Services

603-271-4238

800-852-3345 X 4238

Department of Health and Human Services Website

www.dhhs.nh.gov

Domestic Violence Hotline

866-644-3574

Governor's Office of Energy & Planning

603-271- 2155

Homeless Outreach Intervention

(NH Help Line)

800-852-3388

NH Healthy Kids

877-464-2447

New Hampshire Help Line

(Information & Referral Specialists)

Website: <http://www.nhhelpline.org>

603-225-9000 or

800-852-3388

NH Housing Finance Authority Assisted Housing Division

800-439-7247

NH Legal Assistance

NORTHERN AREA

800-548-1886

SEACOAST AREA

800-334-3135

CENTRAL/SOUTHERN AREA

800-562-3174

WESTERN/CENTRAL AREA

800-562-3994

NH Medication Bridge Program

(NH Hospital Association)

603-225-0900

Pet Neutering Referrals

603-271-3697

Relay Services for the Hearing Impaired

800-735-2964

Sexual Assault Hotline

800-277-5570

Social Security Administration

800-772-1213

Veterans Administration

800-892-8384

Women, Infants, and Children (WIC)

603-271-4546 or

800-942-4321

If you think we made a mistake in your case, you have the right to ask for an Administrative Appeal. You can ask for an Appeal by calling the Office of Administrative Appeals at 1-800-852-3345 ext. 4292.